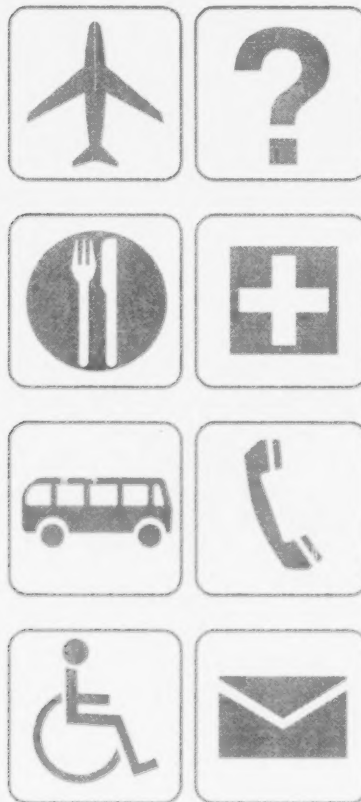


# Seniors' Information Handbook

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**NWT SENIORS' SOCIETY**  
**1-800-661-0878**



# Message from the Minister



Message from **Hon. Sandy Lee, Minister of Health and Social Services** and **Hon. Norman Yakeleya, Minister Responsible for Seniors**

## **Seniors' Information Handbook**

We invite you to read through this newly updated Seniors' Information Handbook, published by the Department of Health and Social Services.

This convenient handbook contains a comprehensive source of information about programs and services available to NWT seniors and their caregivers. This updated version includes information about the 24-hour Tele-Care Health Line service. This can be found after the table of contents in the handbook.

Also in the centre pages of the handbook are three colour pages with tear-out visual aids designed to help raise awareness and protect against falls.

The Seniors' info line toll-free number can be found on the inside left cover page, while the active offer can be found on the inside back cover.

This handbook was prepared in partnership with the NWT Seniors' Society, the Housing Corporation and the GNWT Departments of Health and Social Services, Education, Culture and Employment, Municipal and Community Affairs and Transportation. First published in 2001, this latest edition continues to fulfill our commitment to provide regular updates to the handbook.

We hope you will find this Seniors' Information Handbook a useful resource. If you require additional copies, please contact the Department of Health and Social Services Communications Unit in Yellowknife at 920-8927.

Sandy Lee  
Minister of Health and Social Services

Norman Yakeleya  
Minister Responsible for Seniors

English

## French

Cree

## Tlcho

Chipewyan

## South Slavey

## North Slavey

## Gwich'in

Inuvialuktun

Inuktitut

Inuinnaqtun

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# Call Health Line When? Appeler Info-Soins quand?

**Can't get  
to the nurse...**  
Talk to a nurse from  
home, 7 days a week.



**Vous ne pouvez  
pas aller voir  
l'infirmière...**  
Parlez à une infirmière  
depuis chez vous, sept  
jours par semaine.

**Questions  
about medication...**  
Get the answer  
you need by phone.



**Vous avez des  
questions au sujet de  
vos médicaments...**  
Obtenez la réponse  
dont vous avez besoin  
par telephone.

**Not sure  
what to do...**  
We have free  
confidential health advice –  
24 hours a day,  
7 days a week.



**Vous ne savez pas  
quoi faire...**  
Nous pouvons vous donner  
des conseils médicaux,  
en toute confiance –  
24 heures par jour,  
sept jours par semaine.

Tele-Care  
**Health Line**  
**1-888-255-1010**  
TDD/TTY 1-888-255-8211

Ligne  
**Info-Soins**  
**1-888-255-1010**  
TDD/TTY 1-888-255-8211

# Introduction

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This guide is for NWT seniors and people in their community who help and support them. There are lots of programs and organizations that can help seniors in the NWT. The programs can help with things like pensions, health, and housing. Some of the programs give seniors money. Other programs and organizations help seniors through services like home care.

## How To Use This Guide

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The programs and services in this guide are listed under broad headings. The headings are listed in the table of contents. An alphabetical listing of the programs and services is listed in the index.

The guide is organized this way to help you easily find the information you want.

For each program there is information about:

- what the program does
- who can apply
- how to apply
- contact information
- for some contact information listings TDD/TTY (Telecommunications Device for Hearing Impaired Persons) is available.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## **Old Age Security**

The Old Age Security pension is a monthly payment available to most Canadians aged 65 or older. You must apply to receive benefits. If you meet the eligibility requirements explained, you may be entitled to receive the Old Age Security pension even if you are still working or have never worked. You should apply for the Old Age Security pension six months before you turn 65.

### **For more information, please contact:**

Service Canada

P.O. Box 2710, Main Station

Edmonton, AB T5J 4C2

Phone: ..... 1-800-277-9914

TTY: ..... 1-800-255-4786 (*for people with trouble hearing*)

Fax: ..... (780) 495-2263

Or visit: ..... [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Look under your community listing in the telephone directory of this handbook for a local Service Canada Centre or Outreach Site.

# Pensions and Other Income Programs

---

*This section has information about programs that provide income for seniors.*

## **Guaranteed Income Supplement**

The Guaranteed Income Supplement provides additional money, on top of the Old Age Security pension, to low-income seniors living in Canada. To be eligible for the GIS benefit, you must be receiving the Old Age Security pension and meet the income requirements. The Guaranteed Income Supplement is based on your annual income, or the combined annual income of you and your spouse or common-law partner. Since your annual income can change from year to year, you must renew your GIS each year. Your GIS is automatically renewed when you file your Income Tax Return.

### **For more information, please contact:**

Service Canada

P.O. Box 2710, Main Station

Edmonton, AB T5J 4C2

Phone: ..... 1-800-277-9914

TTY: ..... 1-800-255-4786 *(for people with trouble hearing)*

Fax: ..... (780) 495-2263

Or visit: ..... [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Look under your community listing in the telephone directory of this handbook for a local Service Canada Centre or Outreach Site.

# Pensions and Other Income Programs

---

*This section has information about programs that provide income for seniors.*

## **Allowance Program**

The Allowance provides money for low-income seniors who meet the following conditions:

- your spouse or common-law partner (same sex or opposite sex) receives or is entitled to receive the Old Age Security pension and the Guaranteed Income Supplement;
- you are 60 to 64 years old;
- you are a Canadian citizen or a legal resident at the time your Allowance is approved or when you last lived here; and
- you have lived in Canada since age 18 for at least 10 years.

### **For more information, please contact:**

Service Canada

P.O. Box 2710, Main Station

Edmonton, AB T5J 4C2

Phone: ..... 1-800-277-9914

TTY: ..... 1-800-255-4786 (*for people with trouble hearing*)

Fax: ..... (780) 495-2263

Or visit: ..... [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Look under your community listing in the telephone directory of this handbook for a local Service Canada Centre or Outreach Site.

# Pensions and Other Income Programs

*This section has information about programs that provide income for seniors.*

## **Allowance for the Survivor**

The Allowance for the survivor provides money for low-income seniors who meet the requirements below:

- you are 60 to 64 years old;
- you are a Canadian citizen or a legal resident at the time your Allowance is approved or when you last lived here;
- your spouse or common-law partner has died and you have not remarried or started another common-law relationship; and
- you have lived in Canada after reaching age 18 for at least 10 years.

### **For more information please contact:**

Service Canada

P.O. Box 2710, Main Station

Edmonton, AB T5J 4C2

Phone: ..... 1-800-277-9914

TTY: ..... 1-800-255-4786 (*for people with trouble hearing*)

Fax: ..... (780) 495-2263

Or visit: ..... [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Look under your community listing in the telephone directory of this handbook for a local Service Canada Centre or Outreach Site.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## **Canada Pension Plan (CPP) – Retirement Pension**

A CPP retirement pension is:

- A monthly benefit paid to people who are at least 60 years of age and who have contributed to the Canada Pension Plan.

### **To apply:**

Your retirement pension does not start automatically. You must apply for it (unless you already receive a CPP disability benefit and turn 65, at which point your disability benefit automatically changes to a retirement pension). It is best to apply at least six months before you want your pension to begin.

### **For more information, please contact:**

Service Canada

P.O. Box 2710, Main Station

Edmonton, AB T5J 4C2

Phone: ..... 1-800-277-9914

TTY: ..... 1-800-255-4786 (*for people with trouble hearing*)

Fax: ..... (780) 495-2263

Or visit: ..... [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Look under your community listing in the telephone directory of this handbook for a local Service Canada Centre or Outreach Site.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Canada Pension Plan (CPP) – Disability Benefit

The Canada Pension Plan (CPP) disability benefit is available to people who have made enough contributions to the CPP, and whose disability prevents them from working at any job on a regular basis. The disability must be long lasting or likely to result in death. People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit.

You must apply for a disability benefit in writing. There are also benefits available to the children of a person who receives a CPP disability benefit.

### **For more information please contact:**

Service Canada  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: ..... 1-800-277-9914  
TTY: ..... 1-800-255-4786 (*for people with trouble hearing*)  
Fax: ..... (780) 495-2263  
Or visit: ..... [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Look under your community listing in the telephone directory of this handbook for a local Service Canada Centre or Outreach Site.

# Pensions and Other Income Programs

---

*This section has information about programs that provide income for seniors.*

## Canada Pension Plan (CPP) – Survivor Benefits

Canada Pension Plan survivor benefits are paid to a deceased contributor's estate, surviving spouse or common-law partner and dependent children. There are three types of benefits:

- The Canada Pension Plan death benefit is a one-time, lump-sum payment made to the deceased contributor's estate. If there is no estate, the person responsible for the funeral expenses, the surviving spouse or common-law partner or the next of kin may be eligible, in that order.
- The Canada Pension Plan survivor's pension is paid to the person who, at the time of death, is the legal spouse or common-law partner of the deceased contributor. If you are a separated legal spouse and you are not living with a common-law partner, you may qualify for this benefit. If your deceased same-sex common-law partner contributed to the Canada Pension Plan, you could be eligible for survivor's benefits if the contributor died on or after January 1, 1998.
- The Canada Pension Plan children's benefit is paid to a dependent natural or adopted child of the deceased contributor, or a child in the care and control of the deceased contributor at the time of death. The child must be either under age 18, or between the ages of 18 and 25 and in fulltime attendance at a school or university. It is important to apply for Canada Pension Plan benefits. If you do not apply, you may lose benefits you are entitled to receive.

### For more information, please call:

Service Canada  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: ..... 1-800-277-9914  
TTY: ..... 1-800-255-4786 (*for people with trouble hearing*)  
Fax: ..... (780) 495-2263  
Or visit: ..... [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Look under your community listing in the telephone directory of this handbook for a local Service Canada Centre or Outreach Site.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Veterans' Programs

**Veterans' programs are:**

- payments and services that help Canadian war veterans family members who depend on them
- for Canadian war veterans and those who served with the Merchant Marines and in Special Duty Areas

**Examples of payments and services:**

- War Veterans' Allowance
- War Disability Pension
- Veterans' Independence Program
- help with some hospital and medical expenses
- emergency health and safety funding

**For more information, please contact:**

Veterans Affairs Canada  
Suite 940, Canada Place  
9700 Jasper Ave.  
Edmonton, AB T5J 4C3  
Toll free:..... 1-866-522-2122  
Fax: ..... (780) 495-4496  
Or visit:..... [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

## Veterans' Funeral, Burials and Grave Markers

The Funeral, Burials and Grave markers program is:

- a payment that helps cover some funeral, burial and grave marking costs
- for income-qualified veterans

**For more information, please contact:**

Last Post Fund Alberta/NWT Branch  
1130 Canada Place 9700 Jasper Avenue  
Edmonton, Alberta T5J 4C3  
Phone: ..... (780) 495-3766  
Toll-free: ..... 1-888-495-3766  
Fax: ..... (780) 495-6960  
Email: ..... [lpfab@telusplanet.net](mailto:lpfab@telusplanet.net)  
Or visit:..... [www.lastpostfund.ca](http://www.lastpostfund.ca)

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## **GNWT - Income Assistance**

Seniors, 60 years and older, may be eligible for income assistance to meet their basic living needs. Seniors 65 years and older, in receipt of their old age benefits and supplementary benefits, may be eligible for income assistance for some portion of their basic living needs. When seniors qualify for income assistance, they are automatically eligible for an additional \$ 300 a month seniors' allowance to assist them with daily living needs as well as a monthly incidental allowance for personal care items. The amount included in the incidental allowance is determined by region.

### **Eligibility Requirements**

- Applicants must be a Canadian citizen; a permanent resident or applied for permanent residence in Canada, or have refugee status
- Eligibility is determined on a case-by-case needs tested basis, as per the NWT Social Assistance Regulations

### **Benefits**

The amount of financial support available to individuals is based on policy determined rates and needs; where a person lives, size of the family and dependents and the financial resources available to meet the determined needs.

### **For more information, please contact:**

Department of Education Culture and Employment  
Income Security Division  
Government of the Northwest Territories  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: ..... (867) 920-8921  
Toll Free: ..... 1-866-973-7252  
Fax: ..... (867) 873-0443  
Or visit: ..... [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca)

Look under your community listing in the telephone directory of this handbook for the client services officer at the Income Security office nearest you.

**Note:** Appeals must be made within 7 days of receiving a decision letter.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Senior Citizen Supplementary Benefit (GNWT)

Senior citizens may be eligible for the Senior Citizen Supplementary Benefit in addition to the federal pension programs.

### Eligibility Requirements

Seniors will automatically receive the Senior Citizen Supplementary benefits if they are already receiving:

- Old Age Pension (OAS) and
- Government Income Supplementary benefits (GIS)

### Benefits

Seniors qualifying for the Senior Citizen Supplementary Benefit will receive a monthly supplement to their existing federal pensions, the OAS and GIS.

### For more information, please contact:

Department of Education Culture and Employment  
Income Security Division  
Government of the Northwest Territories  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: ..... (867) 920-8921  
Toll Free: ..... 1-866-973-7252  
Fax: ..... (867) 873-0443  
Or visit: ..... [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca)

Look under your community listing in the telephone directory of this handbook for the client services officer at the Income Security office nearest you.

Note: Appeals must be made within 7 days of receiving a decision letter.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## **Senior Home Heating Subsidy**

The Senior Home Heating Subsidy assists eligible seniors with the cost of heating their homes. Seniors must own their homes to receive this subsidy.

Please Check under Housing in this handbook for details of this program.

## **Public Housing Rental Subsidy**

Seniors, 60 years and older, residing in public housing may be fully subsidized and exempt from paying rent. The public housing rental subsidy is based on household income.

Please check under Housing in this handbook for details of this program.

# Housing

*This section has information about rental housing, housing repairs and renovations and property taxes.*

## Home Adaptations for Seniors' Independence Program

The Home Adaptations for Seniors' Independence Program is:

- a grant that will cover some of the cost for installing handrails, grab bars and easy-reach storage for seniors

The grant will help seniors:

- to make permanent changes to their homes that can help them with daily living
- who are 65 years old or older and in need of affordable and healthy housing
- who have trouble with daily living activities

**For more information, please contact:**

The Northwest Territories Housing Corporation District Office for your region or call toll-free: 1-866-956-9842.

## Housing Choices - Contributing Assistance for Repairs and Enhancements (CARE)

CARE provides seniors who are existing homeowners with financial assistance in making critical repairs to their home

The program is for seniors who:

- own their home
- need to fix something with their homes that is affecting their health and safety
- have a modest income

**For more information, please contact:**

The Northwest Territories Housing Corporation District Office for your region or call toll-free: 1-866-956-9842

# Housing

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*This section has information about rental housing, housing repairs and renovations and property taxes.*

## **Housing Choices- Providing Assistance for Territorial Homeownership (PATH)**

PATH provides seniors the opportunity of becoming homeowners through the construction or purchase of a modest home

### **The program is for seniors who:**

- have not owned a home in the past 5 years
- have a modest income

### **For more information, please contact:**

The Northwest Territories Housing Corporation District Office for your region or call toll-free: 1-866-956-9842

## **Housing Choices- Solutions to Educate People (STEP)**

STEP provides seniors with education and counselling assistance to increase their homeownership skills.

### **The courses include:**

- Financial Skills I- Budgeting
- Financial Skills II- Banking & Credit
- Home Purchase
- Home Maintenance & Repair

### **The program is for seniors who:**

- are interested in gaining additional homeownership knowledge and skills are accessing other programs offered under Housing Choices

### **For more information, please contact:**

The Northwest Territories Housing Corporation District Office for your region or call toll-free: 1-866-956-9842

# Housing

*This section has information about rental housing, housing repairs and renovations and property taxes.*

## Public Housing Rental Subsidy

Seniors, 60 years and older who live in public housing are given special consideration in the calculation of the public housing rental subsidy. All income received by the senior citizens in a household is non-assessable in the calculation of public housing rental subsidy

### Eligibility Requirements

Eligibility for public housing is determined by the guidelines established by the Northwest Territories Housing Corporation and Local Housing organizations/authorities in the Northwest Territories.

Seniors approved for and residing in public housing may be eligible for full subsidy under the Public Housing Rental Subsidy program(PHRS).

### Benefits

- Seniors' rent is assessed at \$0.
- Other persons, 15 to 59 years of age, residing with the senior may change the household income that is calculated and the subsequent household rent.

### For more information, please contact:

- The Client Services Officer at the Income Security office nearest you, or
- The Department of Education Culture and Employment Income Security Division

Government of the Northwest Territories  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: ..... 1- 867-920-8921  
Toll Free: ..... 1-866-973-7252  
Fax: ..... 1- 867-873-0443  
Or visit: ..... [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca)

# Housing

*This section has information about rental housing, housing repairs and renovations and property taxes.*

## **Residential Rehabilitation Assistance Program for Persons with Disabilities**

The Residential Rehabilitation Assistance Program for Persons with Disabilities is a loan:

- for home owners and landlords
- to make changes like widening doors and hallways or putting in lower countertops in a house or apartment to make it easier for someone with a disability to live there
- to make sure the house or apartment is a safe and healthy place to live

### **For more information, please contact:**

The Northwest Territories Housing Corporation District Office for your region or call toll-free: 1-866-956-9842.

## **Senior Citizens' and Disabled Persons' Property Tax Relief**

The Senior Citizens' and Disabled Persons' Property Tax Relief is a program that helps seniors and people with disabilities pay less or no property tax. Taxes are lowered depending on the type of property owned or occupied. You have to apply for this program every year.

### **For more information please contact:**

Community Financial Services  
Municipal and Community Affairs  
Government of the Northwest Territories  
Suite 400, 5201 - 50th Ave.  
Yellowknife, NT X1A 3S9  
Phone:.....(867) 873-7672  
Fax:.....(867) 873-0309

# Housing

*This section has information about rental housing, housing repairs and renovations and property taxes.*

## Seniors Home Heating Subsidy

The Senior Home Heating Subsidy assists eligible seniors with the cost of heating their homes.

### Eligibility Requirements

- 60 years of age or older
- NWT residents
- Own and live in their own home
- Meet a household income test
- Are not in receipt of income assistance

There is **no deadline** to submit an application. Once an application is made, it is good for one year (12 continuous months), from the date the application is signed.

### Benefits

Subsidy benefits will depend on the following:

- The community and zone that the senior resides in
  - There are three zones with different fuel costs for each zone
- Household income thresholds for the community and zone that the senior resides in

### For more information, please contact:

Information and applications may be obtained from:

- The Client Services Officer at the Income Security office nearest you
- Department of Education, Culture and Employment Office Canada/NWT Service Centres
- Online: [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca)

# Long-term Care Facilities

*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## Aklavik

### Joe Greenland Centre

- a home for seniors

### For information contact:

Joe Greenland Centre

P.O. Box 162

Aklavik, NT X0E 0A0

Phone: ..... (867) 978-2381

Fax: ..... (867) 978-2943

## Behchokò

### Jimmy Erasmus Senior Citizens Home

- for seniors

### For more information contact:

Jimmy Erasmus Senior Citizens Home

P.O. Box 178

Behchokò, NT X0E 0Y0

Phone: ..... (867) 392-6708

Fax: ..... (867) 392-6872

## Fort Simpson

### Fort Simpson Long-term Care

- for seniors and people who are disabled

### For information contact:

Dehcho Health and Social Services

Fort Simpson Long-term Care

P.O. Box 246

Fort Simpson, NT X0E 0N0

Phone: ..... (867) 695-7080

Fax: ..... (867) 695-7083

# Long-term Care Facilities

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*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## Fort Smith

### Fort Smith Health Centre and Long-term Care Unit

- for seniors and people who are disabled

#### For information contact:

Fort Smith Health Centre  
Long-term Care Unit  
P.O. Box 1080  
Fort Smith, NT X0E 0P0  
Phone: ..... (867) 872-6200  
Fax: ..... (867) 872-6275

### Northern Lights Special Care Home

- for seniors and people who are disabled

#### For information contact:

Northern Lights Special Care Home  
P.O. Box 1319  
Fort Smith, NT X0E 0P0  
Phone: ..... (867) 872-5403  
Fax: ..... (867) 872-5404

## Hay River

### H.H. Williams Memorial Hospital Extended Care Ward

- for seniors and people who are disabled

#### For information contact:

H.H. Williams Memorial Hospital  
Extended Care Ward  
#3 Gaetz Drive  
Hay River, NT X0E 0R8  
Phone: ..... (867) 874-7100  
Fax: ..... (867) 874-7118

# Long-term Care Facilities

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*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## **Woodland Manor**

- for seniors and people who are disabled

### **For information contact:**

Woodland Manor  
52 A Woodland Drive  
Hay River, NT X0E 0R8  
Phone: ..... (867) 874-7226  
Fax: ..... (867) 874-7234

## **Inuvik**

### **Charlotte Vehus Home**

- for adults with developmental delays and brain injuries

### **For information contact:**

Charlotte Vehus Home  
P.O. Box 1800  
Inuvik, NT X0E 0T0  
Phone: ..... (867) 777-4780  
Fax: ..... (867) 777-4687

### **Inuvik Regional Hospital Extended Care Unit**

- for seniors and people who are disabled

### **For information contact:**

Inuvik Regional Hospital  
Long-term Care Unit  
Bag Service #2  
Inuvik, NT X0E 0T0  
Phone: ..... (867) 777-8130  
Fax: ..... (867) 777-8038

# Long-term Care Facilities

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*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## Yellowknife

### Aven Manor

- for seniors and people with disabilities

#### For information contact:

Aven Manor  
c/o Yellowknife Association of Concerned  
Citizens for Seniors  
#1, 5710 - 50th Ave.  
Yellowknife, NT X1A 1G1  
Phone: ..... (867) 920-2443  
Fax: ..... (867) 873-9915

### Stanton Regional Hospital – Extended Care Ward

- for seniors and people with disabilities

#### For more information contact:

Stanton Regional Hospital  
Extended Care Ward  
P.O. Box 10  
Yellowknife, NT X1A 2N1  
Extended Care: ..... (867) 669-4125  
Main switchboard: .. (867) 669-4111  
Fax: ..... (867) 669-4131

# Medical Boarding Homes

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*This section has information about medical boarding homes that provide places for people to stay when they are travelling for medical reasons.*

## **Lena Pederson Kitikmeot Boarding Home**

The Lena Pederson Kitikmeot Boarding Home provides a place to stay and meals for people who have travelled from the Kitikmeot to Yellowknife for medical appointments.

### **For more information, please contact:**

Lena Pederson Kitikmeot Boarding Home  
P.O. Box 1960  
Yellowknife, NT X1A 1P6  
Phone: ..... (867) 920-2807  
Fax: ..... (867) 873-9148

## **Vital Abel House**

The Vital Abel House is located in Ndilo and provides a place to stay and meals for people who have travelled to Yellowknife for medical appointments.

### **For more information, please contact:**

The Vital Abel House  
P.O. Box 1287  
Ndilo, NT X1A 2N9  
Phone: ..... (867) 873-6689  
Fax: ..... (867) 873-5751

# Health Programs

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*This section has information about health benefit programs and other health services.*

## **Extended Health Benefits Seniors' Program**

Extended Health Benefits Seniors' Program pays for some health services for Métis and non-native NWT residents who are 60 or older and already registered with the NWT Health Care Plan.

The health services covered by this program are beyond the regular health services available under the NWT Health Care Plan.

### **Some of the services you can get from this program are:**

- medicines
- medical travel, accommodations, meals and transportation
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care

### **To apply:**

- call or write the Department of Health and Social Services
- on-line forms are available on the Department of Health and Social Services website

### **For more information please contact:**

Health Benefits Coordinator  
Health Services Administration  
Department of Health and Social Services  
Government of the Northwest Territories  
Bag #9  
Inuvik, NT X0E 0T0  
Toll Free: ..... 1-800-661-0830  
Phone: ..... (867) 777-7400  
Fax: ..... (867) 777-3197  
Or visit: ..... [www.hlthss.gov.nt.ca](http://www.hlthss.gov.nt.ca)

\* Changes to the Extended Health Benefits Program are planned for 2008. The Department of Health and Social Services will advise all participants of changes well ahead of time.

# Health Programs

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*This section has information about health benefit programs and other health services.*

## Non-Insured Health Benefits

Non-Insured Health Benefits pays for health services for Inuit and people who are registered Indians of any age or income living anywhere in Canada.

### That means health services like:

- medicines
- medical travel, accommodations, meals and transportation for medical visits including to traditional healers
- approved escorts for medical travel
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care
- medical boarding homes, transportation and interpreter services

### To apply:

- call or write the Non-Insured Health Benefits Coordinator
- on-line forms are available on the Department of Health and Social Services' Web site

### For more information please contact:

Non-Insured Health Benefits Coordinator  
Health Services Administration  
Department of Health and Social Services  
Government of the Northwest Territories  
Bag #9  
Inuvik, NT X0E 0T0  
Toll-free: ..... 1-800-661-0830  
Phone: ..... (867) 777-7400  
Fax: ..... (867) 777-3197  
Or visit: ..... [www.hlthss.gov.nt.ca](http://www.hlthss.gov.nt.ca)

# Health Programs

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*This section has information about health benefit programs and other health services.*

## **Home Care Program**

The home care program helps people stay in their homes when they are sick or in need of medical help or supports with daily living activities. The home care program helps people stay at home rather than going to a hospital or a long term care facility.

### **The program is for people who:**

- have a valid NWT health care card
- live in a place where the program is offered
- have been assessed and found to have needs best met by home care

### **People can get help with services like:**

- nursing
- personal care
- foot care
- rehabilitation
- respite care
- palliative care
- home intravenous therapy
- nutrition services
- diabetes education services

### **To apply:**

- write or call your local Health and Social Services Authority

### **For more information, please contact:**

- see the list of all Health and Social Services Authorities on page 66.

# Health Programs

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*This section has information about health benefit programs and other health services.*

## **Rehabilitation Services**

Rehabilitation services help people improve and maintain their independence if they have an injury, disability, or chronic disease. There are four main types of rehabilitation services:

- Physiotherapy – to assess, restore, and maintain physical function
- Occupational therapy – to develop physical, cognitive, sensory, developmental, and/or psychological skills for independence.
- Speech language pathology – to overcome and prevent communication problems in language, speech, voice and fluency.
- Audiology – to detect and evaluate hearing loss as soon as possible, and recommend treatment.

Rehabilitation services are available in NWT regional centres. People living in smaller communities may have to travel to a regional centre. The rehabilitation professional will travel to specific communities outside of the regional centre.

### **Rehabilitation professionals do these treatments:**

- Audiologists help people with hearing loss
- Speech language pathologists help people with speaking and language difficulties
- Occupational therapists and physiotherapists help people with physical and movement problems

### **To apply:**

- usually a doctor or nurse will make a referral
- they call and make an appointment for you to see the rehabilitation professional

### **For more information, please contact:**

- see the list of all Health and Social Services Authorities on page 66.

# Community Health Services

*This section has information about community health services for all NWT residents including seniors.*

## Alcohol and Drug Programs

Most communities have centres that offer alcohol and drug programs like Alcoholics Anonymous (AA). Most centres also have counselling services.

### For more information, please contact:

- look under your community listing for alcohol and drug services in the telephone directory of this handbook

## Alzheimer Society of Alberta and Northwest Territories

The Alzheimer Society is a not-for-profit organization working to improve the quality of life for Canadians affected by Alzheimer's disease and advance the search for the cause and cure. They provide support, information and education to people with Alzheimer's disease, families, physicians and health-care providers.

### For more information, please contact:

Corporate Office  
10531 Kingsway Ave.  
Edmonton, AB T5H 4K1  
Toll-free: ..... 1-888-233-0332  
Phone: ..... (780) 488-2266  
Fax: ..... (780) 488-3055  
Email: ..... yellowknife1@alzheimer.ab.ca  
Or visit: ..... www.alzheimer.ab.ca

Yellowknife Chapter  
#2 - 5710 - 50th Avenue  
Yellowknife NT X1A 1G1  
Phone: ..... 1-867-873-6110  
Email: ..... yk.alzheimer@yahoo.ca

# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## **Canadian Cancer Society, NWT Division**

The Canadian Cancer Society is a national community-based organization of volunteers and staff, whose mission is the eradication of cancer and the enhancement of quality of life for people living with cancer. Money raised in our community goes towards important research, supportive care services, prevention education, provision of information about cancer, and advocacy for healthy public policy.

### **For more information, please contact:**

NWT Unit  
Canadian Cancer Society  
P.O. Box 2007  
3<sup>rd</sup> Floor Graham Bromley Building  
5016-50 Avenue  
Yellowknife, NT X1A 2P5  
French and English ..... 1-888-939-3333  
NWT Aboriginal Languages... 1-888-939-3333  
NWT Unit ..... (867) 920-4428  
Or visit: ..... [www.cancer.ca](http://www.cancer.ca)

Cancer patients and their caregivers can receive one-on-one emotional and hope support from trained volunteers who have been through the cancer journey and survived by calling toll-free **1-800-263-6750**.

## **Canadian Diabetes Association**

The Canadian Diabetes Association provides information about diabetes.

### **For more information, please contact:**

Alberta/NWT Toll-free: ..... 1-800-563-0032  
National Toll-free: ..... 1-800-226-8464  
Or visit: ..... [www.diabetes.ca](http://www.diabetes.ca)

# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## **Canadian Hard-of-Hearing Association**

This is a national organization that works to help people who have hearing loss.

### **For more information, please contact:**

Canadian Hard-of-Hearing Association  
2415 Holly Lane  
Ottawa, ON K1V 7P2  
Phone: ..... (613) 526-1584  
TTY: ..... (613) 526-2692 (*for people who have trouble hearing*)  
Toll-free: . 1-800-263-8068  
Or visit: .... [www.chha.ca](http://www.chha.ca)

Canadian Hard-of-Hearing Association (NWT Chapter)  
#2, 5710 - 50th Ave  
Yellowknife, NT X1A 1E9  
Phone: ..... (867) 873-4735  
Fax: ..... (867) 873-4318

## **Canadian Mental Health Association/NWT Division**

The Canadian Mental Health Association/NWT Division promotes the importance of mental health for all people of the NWT. They do that through education, advocacy and research. They can help people with mental health problems get help.

### **For more information, please contact:**

Canadian Mental Health Association/NWT Division  
P.O. Box 2580  
Yellowknife, NT X1A 2P9  
Phone: ..... (867) 873-3190  
Fax: ..... (867) 873-4930  
Toll-free: ..... 1-800-661-0844

# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## **Canadian National Institute for the Blind**

The Canadian National Institute for the Blind helps people who are adjusting to blindness or visual impairment. They also provide other services to help people who are blind or have a visual impairment.

### **For more information, please contact:**

Canadian National Institute for the Blind  
P.O. Box 872  
5120-49<sup>th</sup> St  
Yellowknife, NT X1A 2N6  
Phone: ..... (867) 873-2647  
Fax: ..... (867) 873-2657  
Or visit: ..... [www.cnib.ca](http://www.cnib.ca)

## **Community Counselling Program**

The Community Counselling Program provides counselling services free of charge to individuals and families who are not part of an Employee Assistance Program.

### **For more information, please contact:**

Your local Health and Social Service Authority, or see the community listings at the end of this Handbook.

## **NWT Council of Persons with Disabilities**

The NWT Council of Persons with Disabilities helps persons with disabilities live independent lives and be a part of their community. They promote awareness, opportunities and choices in order to achieve self-determination and full citizenship.

### **For more information, please contact:**

NWT Council of Persons with Disabilities  
P.O. Box 1387  
Yellowknife, NT X1A 2P1  
Phone: ..... (867) 873-8230  
Fax: ..... (867) 873-4124  
Email: ..... [disabilitynwt@yk.com](mailto:disabilitynwt@yk.com)  
Or visit: ..... [www.nwtability.ca](http://www.nwtability.ca)

# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## **Fort Smith Society of Persons with Disabilities**

**For more information, please contact:**

Fort Smith Society of Persons with Disabilities  
P.O. Box 1350  
Fort Smith, NT X0E 0P0  
Phone: ..... (867) 872-5933

## **Yellowknife Association for Community Living**

Programs for adults with an intellectual disability

**For more information, please contact:**

4912-53rd Street  
Box 981  
Abe Miller Building  
Yellowknife, NT X1A 2N7  
Phone: ..... (867) 920-2644  
Fax: ..... (867) 920-2348  
Email: ..... info@ykacl.ca  
Or visit: ..... www.ykacl.ca

## **YWCA**

Support to adults with intellectual disabilities and family violence prevention programs (see Alison McAteer House, page xx).

**For more information, please contact:**

P.O. Box 1679  
Yellowknife, NT X1A 2P3  
Phone: ..... (867) 920-2777  
Fax: ..... (867) 873-9406  
Email: ..... information@yellowknife.ywca.ca

# Help Lines

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*These help lines are for anyone who is having personal problems and wants to talk to somebody.*

Trained volunteers answer the phones and will be able to talk with you about your problems. Your call will be completely confidential which means no one will know that you have called and talked about your personal problems.

## **Help Line and AIDS/HIV Information Line**

You can call this number if you are having personal problems or if you have questions or concerns about AIDS/HIV. You can call between 7:00 p.m. and 11:00 p.m. any night of the week.

Call Toll-free: ..... 1-800-661-0844

In Yellowknife, Ndilo or Dettah:

Phone: ..... 920-2121

## **Crisis Telephone Line**

You can call this line collect from anywhere in the NWT if you are having personal problems.

Phone collect: ..... 1-867-872-4133

## **Tele-Care Health Line**

Tele-Care Health Line is your family health and support line. It is a free, confidential telephone service that you can use to get advice from a nurse. It offers round-the-clock advice and access to information from registered nurses in order to help you decide on your first step.

***It is not for emergencies. If you have an emergency, call your local health centre or go to the hospital.***

Call Toll-free: ..... 1-888-255-1010

Call TDD/TTY: ..... 1-888-255-8211

# Legal Help

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*This section has information about free legal services.*

## **Beaufort Delta Law Office**

Beaufort Delta Law Office  
P.O. Box 1100  
Inuvik, NT X0E 0T0  
Toll-free: ..... 1-800-661-0704  
Inuvik: ..... (867) 777-7340  
Fax: ..... (867) 777-3211

## **Family Law Clinic**

Family Law Clinic  
Unit 44, Centre Square Mall  
5014-49<sup>th</sup> St.  
Yellowknife, NT X1A 3R7  
Phone: ..... (867) 920-3365  
Fax: ..... (867) 873-0652

## **Legal Services Board**

Legal Services Board  
4915-48<sup>th</sup> Street (3<sup>rd</sup> floor YK Centre East)  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: ..... (867) 873-7450  
Fax: ..... (867) 873-5320  
Email: [lsb@gov.nt.ca](mailto:lsb@gov.nt.ca)

# Legal Help

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*This section has information about free legal services.*

## **Court Worker Services**

Court Worker Services will help people involved in legal matters get legal counsel through Legal Aid.

**For more information, please contact:**

### **Behchokò**

Phone: ..... (867) 392-6386

Fax: ..... (867) 392-6387

### **Fort Good Hope**

Phone: ..... (867) 598-2762

Fax: ..... (867) 598-2525

### **Fort McPherson**

Phone: ..... (867) 952-2756

Fax: ..... (867) 952-2042

### **Fort Simpson**

Phone: ..... (867) 695-7315

Fax: ..... (867) 695-7358

### **Fort Smith**

Phone: ..... (867) 872-6568

Fax: ..... (867) 872-3602

### **Hay River**

Phone: ..... (867) 874-2475

Fax: ..... (867) 874-3435

### **Inuvik**

Phone: ..... (867) 777-2030

Fax: ..... (867) 777-3211

### **Tuktoyaktuk**

Phone: ..... (867) 977-2260

Fax: ..... (867) 977-2154

# Legal Help

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*This section has information about free legal services.*

## **Ulukhaktok**

Phone: . . . . . (867) 396-8002

Fax: . . . . . (867) 396-8001

## **Yellowknife**

Phone: . . . . . (867) 873-7450

Fax: . . . . . (867) 873-5230

*Also see Victim Services, page 51*

# Crime

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## RCMP

If you have an emergency, you can call the 24-hour emergency line at (867) 669-1111. If you need help from the RCMP, you can:

- Dial your local 3-digit prefix, followed by 1111;
- check the phone book on page 2 for the number to call in your community.
- Or you can get the number listed under your community in this handbook.

### For more information, please contact:

Royal Canadian Mounted Police  
"G" Division, Criminal Operations  
Bag 5000  
Yellowknife, NT X1A 2R3  
Phone: ..... (867) 669-5100  
Fax: ..... (867) 669-5175

If you call a local detachment after hours or when all staff are out of the office, the phone will ring through to the 24-hour Operational Communications Centre. The Operators there can locate and dispatch police officers in any community at any time of day or night. They can also activate other specialized response units such as Search and Rescue or crisis teams if necessary.

# Crime

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## PhoneBusters

PhoneBusters is a national anti-fraud call centre jointly operated by the Canadian Mounted Police and the Ontario Provincial Police Royal. This call centre helps seniors understand and fight against telemarketing fraud.

### Telemarketing fraud is:

- when someone tries to sell you something over the phone or tries to get you to give out your personal financial information over the phone by telling lies about what they are going to do.

### For more information, please contact:

PhoneBusters  
P.O. Box 686  
North Bay, ON P1B 8J8  
Toll-free: ..... 1-888-495-8501  
Toll Free Fax: ..... 1-888-654-9426  
Overseas and Local Phone: .... 1-705-495-8501  
Overseas and Local Fax: ..... 1-705-494-4008  
E-mail: ..... info@phonebusters.com  
Nigerian Letters Only: ..... wafi@phonebusters.com  
Or visit: ..... www.phonebusters.com

You can report any suspicious calls to PhoneBusters at the same toll free number in Canada or the U.S.

## NWT Crime Stoppers

If you know about a crime and want to report it you can call Crime Stoppers for free. All calls are confidential which means no one will know that it was you who called.

### For more information, please contact:

NWT Crime Stoppers  
P.O. Box 2226  
Yellowknife, NT X1A 2R3  
Phone: ..... (867) 669-5222  
Fax: ..... (867) 669-5104  
Toll-free: ..... 1-800-222-TIPS (8477)

# Human Rights

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## **NWT Human Rights Commission**

The NWT Human Rights Commission provides education, information, and deals with complaints about discrimination in employment, tenancy, and public services. Discrimination means being treated negatively or being denied an opportunity because of your race, colour, ancestry, place of origin, age, marital or family status, disability, religion, sex, pregnancy, sexual orientation, gender identity, or social conditions.

### **For more information, please contact:**

NWT Human Rights Commission  
Main Floor, Laing Building (at Franklin and 49th Street)  
P.O. Box 1860  
Yellowknife, NT X1A 2P4  
Toll-free: ..... 1-888-669-5575  
Phone: ..... (867) 669-5575  
Fax: ..... (867) 873-0357

## **Protection Against Age Discrimination**

This program investigates seniors' complaints about age discrimination against organizations under federal jurisdiction.

### **For more information, please contact:**

Canadian Human Rights Commission  
344 Slater Street, 8th Floor  
Ottawa, ON K1A 1E1  
Toll-free: . 1-888-214-1090  
TTY: ..... 1-888-643-3304 (*for people who have trouble hearing*)  
Fax: ..... (613) 996-9661  
E-mail: ..... info.com@chrc-ccdp.ca  
Or visit: .... www.chrc-ccdp.ca

# Human Rights

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## Public Guardian Office

The Public Guardian office helps people become legal guardians of individuals 18 years of age and older, who are unable to make reasonable decisions about their personal or health care. People who need help with their decisions may have a long-term mental condition or brain damage. Usually a family member, a caretaker or a close friend will become a legal guardian. To become a legal guardian people should call the Public Guardian Office. They will then do an assessment. That means they will look into the situation and find out if a legal guardian is necessary. That assessment then goes to the courts. The courts decide what kind of decisions the legal guardian may make. The kinds of decisions are usually about living arrangements, employment, social and recreational activities, education, health care and day-to-day living matters. The guardian does not make decisions about money. A different person called a trustee makes those decisions.

### For more information, please contact:

Public Guardian  
Department of Health and Social Services  
Government of the Northwest Territories  
P.O. Box 1320  
Yellowknife NT X1A 2L9  
Phone: ..... (867) 920-8025  
Fax: ..... (867) 873-0248  
Or visit: ..... [www.nwtpublicguardian.ca](http://www.nwtpublicguardian.ca)

## Public Trustee

This office helps with making decisions about money for people who can't do that themselves. The Public Trustee will help children, mentally incompetent adults and seniors make good decisions about their money.

### For more information, please contact:

Public Trustee  
Department of Justice  
Government of the Northwest Territories  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: ..... (867) 873-7464  
Fax: ..... (867) 873-0184  
Toll-free: ..... 1-866-535 0423

# Education

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## **Aurora College**

Aurora College offers many different courses including Adult Basic Education. There is no registration fee for seniors 60 years+, however seniors must purchase their own books and supplies.

For more information about programs in your community, you can write or call:

### **Aurora College, Aurora Campus**

P.O Box 1008

Inuvik, NT X0E 0T0

Phone:.....(867) 777-7800

Fax:.....(867) 777-2850

Or visit:.....[www.auroracollege.nt.ca](http://www.auroracollege.nt.ca)

### **Aurora College, Thebacha Campus**

P.O Box 600

Fort Smith, NT X0E 0P0

Phone:.....(867) 872-7509

Fax:.....(867) 872-4511

### **Aurora College, Yellowknife Campus**

Bag Service 9700

Yellowknife, NT X1A 2R3

Phone:.....(867) 920-3030

Toll-free: .....1-866-291-4866

Fax:.....(867) 873-0333

# Travel And Recreation

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## Routes to Learning Canada

Routes to Learning Canada provides high quality, affordable, educational experiences for adults throughout the entire year. If you would like to find out about Routes to Learning Canada trips you can write them or visit their website.

### You can write to:

Routes to Learning Canada  
300 - 4 Cataraqui St.  
Kingston, ON K7K 1Z7  
Phone: ..... 1-613-530-2222  
Or visit: ..... [www.routestolearning.ca](http://www.routestolearning.ca)

## Elderhostel

Elderhostel provides high quality, affordable, educational and recreational opportunities for adults interested in travelling anywhere in the world, throughout the year.

### For a catalogue please write to:

Elderhostel INC.  
75 Avenue de Lafayette  
Boston, MA  
USA, 02111-1746  
Phone: ..... 1-877-426-8056  
Fax: ..... 1-877-426-2166  
TTY: ..... 1-877-426-2167 (*for people who have trouble hearing*)  
Or visit: .... [www.elderhostel.org](http://www.elderhostel.org)

# Travel And Recreation

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## **Entry Fees Discount – National Parks and National Historic Sites**

Seniors 65 and older can receive discounts on entry fees into many of Canada's National Parks and Historic Sites. The prices and discounts vary from park to park and site to site, and some parks do not have entrance fees at all. To receive these discounts, seniors must show proof of their age. Discounts are only offered on entrance fees and do not apply to other services like mooring, camping or guided tours. Before leaving for a park or historic site, it would be best to call ahead or visit online for detailed fee information.

Parks Canada offers annual National Park Passes and Historic Site Passes; patrons pay a one-time fee and are able to use all parks and sites without paying the entrance fee. Call ahead or visit online for the latest fee information.

### **For more information, please contact:**

Parks Canada  
25 Eddy St., 7th Floor  
Gatineau, PQ K1A 0M5  
Toll-free: ..... 1-888-773-8888 operator  
Or visit: ..... [www.pc.gc.ca](http://www.pc.gc.ca)

# Harvesting

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## Sport Fishing Licence

For most areas in the NWT, Seniors do not need a sport fishing licence if they are 65 years of age or older.

**Two areas where seniors do need a licence are:**

- Great Bear Lake Special Management Area - you must have a valid Sport Fishing Licence and a Special Management Area Licence (\$10.60). Both can be obtained from any Environment and Natural Resources (ENR) office.
- Inuvialuit Settlement Region - you must have a valid Sport Fishing Licence and validation. This free validation may be obtained from any vendor of fishing licences or any ENR office.

**For more information, please contact:**

- Your local ENR office or Fisheries Management office. Look in the blue pages of your phone book under 'Fisheries'.

## Hunting and Trapping

Seniors must possess a valid hunting licence and species tags in order to harvest wildlife. Only seniors that possess a General Hunting Licence (GHL) or special GHL can trap.

# Firearms Licence and Registration

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Under the Firearms Act, individuals must obtain a Firearms Licence to possess or obtain an unrestricted firearm or ammunition. A Firearms Licence is valid for 5 years. All firearms must be registered.

**To obtain a Possession and Acquisition Firearm Licence, individuals must:**

- take the Canadian Firearms Safety Course and pass the test, or
- show that they have already taken the Canadian Firearms Safety Course and passed the test (good for life, unless the applicant is later subject to a prohibition order); or
- pass (or have already passed) the test without taking the course; or
- have a Chief Firearms Officer certify that their knowledge of firearms laws and safe handling practices meets the standards set out in the Regulations (only for adults who have owned a firearm since January 1, 1979).

Aboriginal individuals may receive special adaptations regarding Possession and Acquisition Licences for non-restricted firearms. Applicants must complete the Canadian Firearms Safety Course and pass the test, or be alternatively certified.

**For more information, please contact:**

Toll-free: ..... 1-800-731-4000

# Safety

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## The Safe Living Guide - Home Safety for Seniors

The Safe Living Guide is available from the Public Health Agency Canada.

### The guide has information on:

- home safety
- safety checklists
- consumer products
- reducing and preventing injuries
- proper use of medication

### For more information, please contact:

Division of Aging and Seniors  
Public Health Agency of Canada  
Address locator: 1908A1  
Ottawa, ON K1A 1B4  
Phone: ..... (613) 952-7606  
Fax: ..... (613) 957-7627  
Or visit: ..... [www.phac-aspc.gc.ca/seniors-aines](http://www.phac-aspc.gc.ca/seniors-aines)

# Emergency Food and Shelter

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## **Alison McAteer House and YWCA Family Violence Program**

Alison McAteer House runs a 24 hour crisis line for people experiencing abuse. Anyone who is being abused can call the crisis line for support, information, or to get an Emergency Protection Order.

Alison McAteer House provides a home for women and children who are experiencing violence. Women and children can get counselling and other support. The maximum length of stay is six weeks.

### **For more information, please contact:**

Alison McAteer House  
C/O YWCA  
P.O. Box 1679  
Yellowknife, NT X1A 2P3  
Phone: ..... (867) 669-0235  
Toll-free: ..... 1-866-223-7775 (24 hrs)  
Fax: ..... (867) 669-0334  
Crisis Line: .... (867) 873-8257 (*will take collect calls*)

## **Centre for Northern Families**

The Centre provides a broad range of programs that support families and offers temporary shelter to women not living with partners or children.

A medical clinic is open to the public every Thursday from 10 a.m. to 4 p.m.

### **For more information, please contact:**

Centre for Northern Families  
5610-50<sup>th</sup> Avenue  
Yellowknife, NT X1A 2P7  
Phone: ..... (867) 873-2566  
Fax: ..... (867) 873-2576  
Email: ..... [womenyk@theedge.ca](mailto:womenyk@theedge.ca)  
Or visit: ..... [www.real-eyes.ca](http://www.real-eyes.ca)

# Emergency Food and Shelter

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## **Family Support Centre, Hay River**

The Family Support Centre offers a home for women and children who are experiencing violence. The centre offers in-home support for women and children as well as an outreach program. The centre also provides extensive work with elders who are experiencing abuse and youth who are being bullied.

### **For more information, please contact:**

Family Support Centre, Hay River  
P.O. Box 4413  
Hay River, NT X0E 1G3  
Phone: ..... (867) 874-3311  
Fax: ..... (867) 874-3252  
Crisis Line: ..... (867) 874-6626  
Email: ..... famsn@ssimicro.com

## **Inuvik Transition House**

The Inuvik Transition House offers a home for women and children who are experiencing violence. The shelter provides in-house support, one-on-one counselling and referrals to other helpful agencies in the community.

### **For more information, please contact:**

Inuvik Transition House  
P.O. Box 2628  
Inuvik, NT, X0E 0T0  
Phone: ..... (867) 777-3877  
Fax: ..... (867) 777-3941

# Emergency Food and Shelter

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## Salvation Army NWT Resource Centre

### WMS (Withdrawal Management Services)

#### Early stage recovery

- 2-week alcohol/drug awareness program/workshop
- 20 sessions addressing alcohol/drug awareness issues
- Case management and addictions treatment referrals

#### Treatment Centre

- Residential and out-patient treatment
- 7-week addictions treatment with a focus on family violence and grief and loss as they pertain to substance abuse and relapse prevention
- Long term after-care

### Connections (Emergency Shelter/Thrift Store/Case Planning)

- clothing vouchers
- men's shelter
- workshops
- emergency hampers
- tax support
- employment support
- casual labor pool
- advocacy
- family education/workshops
- Soup line
- Working Family Housing Assistance Program
- Personal identification support
- Court support

#### For more information, please contact:

Salvation Army  
4925-45th Street  
P.O. Box 2585  
Yellowknife, NT X1A 2P9  
Phone: ..... (867) 920-4673  
Fax: ..... (867) 920-4096  
Email: ..... info@sanorth.ca

# Emergency Food and Shelter

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## **Sutherland House, Fort Smith**

Sutherland House offers a home for women and children who are experiencing violence. Offers in-house support for women and children, one-on-one counselling to clients and referrals to other helpful agencies in the community.

### **For more information, please contact:**

Sutherland House, Fort Smith  
P.O. Box 879  
Fort Smith, NT X0E 0P0  
Phone: ..... (867) 872-5925  
Toll-free: ..... 1-866-233-7775  
Fax: ..... (867) 872-3398  
Crisis Line: . . . (867) 872-4133

## **The Extended Hand**

The Extended Hand provides Christian counselling, food bank, second-hand store and fellowship.

### **For more information, please contact:**

The Extended Hand  
P.O. Box 681  
Fort Smith, NT X0E 0P0  
Phone: ..... (867) 872-4541  
Fax: ..... (867) 872-4773

## **Tuk Women and Children's Shelter**

This centre provides temporary shelter for those in crisis, one-on-one counselling to clients and referrals to other helpful agencies in the community.

### **For more information, please contact:**

Tuk Women and Children's Centre  
P.O. Box 30  
Tuktoyaktuk, NT X0E 1C0  
Crisis Line: ..... (867) 977-2070/2071  
Fax: ..... (867) 977-2072  
E-mail: ..... tukwcs@permafrost.com

# Emergency Food and Shelter

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## **Yellowknife Food Bank**

The Yellowknife Food Bank gives food to people who need it. The food bank is open September to June, every second Saturday from 9:30 a.m. to noon.

### **For more information, please contact:**

Yellowknife Food Bank

5103 51<sup>st</sup> Ave

P.O. Box 20048

Yellowknife, NT X1A 3X8

Phone:.....(867) 873-4035

# Victim Services

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## Victim/Witness Assistance Program

### Victim services help:

- crime victims with information on the criminal justice system;
- with victim impact statements; support victims at court/ community justice hearings; and
- provide crime victims with referrals to other services/ programs.

### For more information, please contact:

#### Behchokò Victim Services

Tlìcho Healing Path Wellness Centre

Bag #5, Behchokò X0E 0Y0

Phone: ..... (867) 371-6777

Fax: ..... (867) 371-3012

#### Fort Good Hope Victim Services

c/o G'asho Got'ine Charter Community Council

P.O. Box 80

Fort Good Hope, NT X0E 0H0

Phone: ..... (867) 598-2352

Fax: ..... (867) 598-2513

#### Fort Smith Victim Services

c/o Uncle Gabe's Friendship Centre

P.O. Box 957

Fort Smith, NT X0E 0P0

Phone: ..... (867) 872-5911

Fax: ..... (867) 872-5313

#### Victim Assistance Program, Hay River

4 Courtoreille Street (2nd floor)

Hay River, NT X0E 1G2

Phone: ..... (867) 874-4001

Fax: ..... (867) 874-3922

Continued...

# Victim Services

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## **Inuvik Victim Services**

c/o Inuvik Justice Committee

P.O. Box 2869

Inuvik, NT X0E 0T0

Phone: ..... (867) 777-5493

Fax: ..... (867) 777-3181

## **Yellowknife Victim Services**

P.O. Box 2321

Yellowknife, NT X1A 2P7

Phone: ..... (867) 920-2978 (*Mon - Fri: 9 a.m. to 5 p.m.*)

(867) 669-5197 (*Mon - Sun: 7 a.m. to 10 p.m.*)

Fax: ..... (867) 873-3152

if you live outside these centres and need help with your victim  
impact statement, call collect to (867) 920-6911.

# NWT Seniors' Societies

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## NWT Seniors' Society

The NWT Seniors' Society gives information and support to seniors, elders and their families across the NWT. The Society operates a toll-free Seniors' Information Line that you can call Monday through Friday from 8:30 a.m. to 4:30 p.m.

The Society also conducts public information sessions, workshops on abuse of older adults and meets with seniors to help with problems.

The Society has a special working partnership with all GNWT departments. Acting in an advisory capacity, the Society helps develop and implement GNWT programs.

### Information on other seniors societies across the NWT including:

- Deninu Kue Seniors' Society – Contact – President, 394-5468
- Fort Good Hope Elders Group – Member, 598-2738
- Fort Simpson Seniors' Group – Contact – President, 695-2515
- Fort Smith Senior Citizens Society – Contact – President, 872-2080
- Hay River Seniors' Society – Contact – President, 874-3934
- Inuvik Elders Group – Member, 777-3989
- Tuktoyaktuk Elders Committee – Staff, 977-2390

### For more information, please contact:

Executive Director  
NWT Seniors' Society  
102, 4916-46<sup>th</sup> Street  
Yellowknife, NT X1A 1L2  
Phone: ..... (867) 920-7444  
Toll-free: ..... 1-800-661-0878  
Fax: ..... (867) 920-7601  
E-mail: ..... seniors@yk.com  
Or visit: ..... www.nwtseniorsociety.ca

# NWT Seniors' Societies

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## **Yellowknife Association of Concerned Citizens for Seniors**

The Yellowknife Association of Concerned Citizens for Seniors (YACCS) has been "building a supportive community for the health of seniors" in Yellowknife and surrounding communities for almost 20 years. Through advocacy and direct service provision, YACCS has earned a solid reputation as a leader in addressing senior's issues. YACCS owns and operates: Aven Manor - 29 bed long term care facility; Aven Court - 24 unit seniors independent housing; the newly built Aven Ridge - 8 unit seniors independent housing; and the Baker Community Centre (seniors' wellness programs), which is YACCS owned while operated by the Yellowknife Seniors Society.

### **For more information, please contact:**

Yellowknife Association of Concerned Citizens for Seniors  
Suite #1, 5710 - 50<sup>th</sup> Avenue  
Yellowknife, NT X1A 1G1  
Phone: ..... (867) 920-2443  
Fax: ..... (867) 873-9915  
E-mail: ..... yaccs@theedge.ca

## **Yellowknife Seniors' Society**

Yellowknife Seniors' Society offers social, recreational and educational programs six days a week. Monthly calendar of events available at their office or website.

### **For more information, please contact:**

Yellowknife Seniors' Society  
#2, 5710 50<sup>th</sup> Ave.  
Yellowknife, NT X1A 1G1  
Phone: ..... (867) 873-9475  
Fax: ..... (867) 873-4318  
E-mail: ..... ykseniorsociety@theedge.ca  
Or visit: ..... www.yksenior.ca

# Other Services

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## Accessible Parking Placard Permit

Accessible Parking Permits are available for people with disabilities they can park in designated accessible parking spots.

### For more information, please contact:

NWT Council for Persons with Disabilities

Yellowknife and across the NWT

Phone: ..... (867) 873-8230

Toll-free: ..... 1-800-491-8885

### Fort Smith

Phone: ..... (867) 872-8400

### Hay River

Phone: ..... (867) 874-6522

## NWT Highway and Ferry Information

The Department of Transportation provides reports on road conditions and ferry information.

Toll-free: ..... 1-800-661-0750

Or visit: ..... [www.dot.gov.nt.ca](http://www.dot.gov.nt.ca)

## NWT Library Services

A service to allow people to borrow books in communities without library. The service will issue a 'borrower by mail' card.

### For more information, please contact:

NWT Library Services

75 Woodland Dr.

Hay River, NT X0E 1G1

Toll-free: ..... 1-866-297-0232

Fax: ..... (867) 874-3321

Or visit: ..... [www.nwtpls.gov.nt.ca](http://www.nwtpls.gov.nt.ca)

## NWT Funeral Service

Contact the NWT Seniors' Society for information on funeral services available in your community.

## Other Services

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### **Senior Citizens Motor Vehicle Services Discount**

Seniors who are over the age of 60 can get a discount of 50 per cent on the annual fees for motor vehicle registrations and driver's licences.

#### **For more information, please contact:**

Department of Transportation  
Road Licensing and Safety Division  
Government of the Northwest Territories  
4510 - Franklin Avenue  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: ..... (867) 873-7406  
Fax: ..... (867) 873-0120

# Telephone Directory of Services

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## Telephone Directory of Services

### Aklavik

|                                                              |                |
|--------------------------------------------------------------|----------------|
| Band Office/Council .....                                    | 978-2340       |
| Client Services Officer .....                                | 978-2644       |
| Public Health Centre .....                                   | 978-2516       |
| RCMP .....                                                   | 978-1111       |
| Social Workers .....                                         | 978-2236       |
| Beaufort-Delta Health and<br>Social Services Authority ..... | (867) 777-8000 |

### Behchokò

|                                                                        |                |
|------------------------------------------------------------------------|----------------|
| Client Services Officer .....                                          | 392-6229       |
| Counselling Services (Alcohol and Drug Programs) .....                 | 371-6777       |
| Community Health Centre .....                                          | 392-6351       |
| 24-hour Emergency .....                                                | 392-6075       |
| Court Worker .....                                                     | 392-6386       |
| Friendship Centre<br>(Alcohol and Drug Programs, Elder Programs) ..... | 392-6000       |
| RCMP .....                                                             | 392-1111       |
| Recreation .....                                                       | 392-6500       |
| Senior Citizens Home .....                                             | 392-6708       |
| Service Canada .....                                                   | (867) 766-8300 |
| Social Services .....                                                  | 392-3005       |
| Tlicho Office .....                                                    | 392-6381       |
| Transportation .....                                                   | 392-6305       |
| Tlicho Community Services Agency .....                                 | 392-3000       |

### Colville Lake

|                                                  |                |
|--------------------------------------------------|----------------|
| Band Office .....                                | 709-2200       |
| Public Health Centre .....                       | 709-2409       |
| RCMP (Colville Lake) .....                       | 709-1111       |
| If no answer call (Fort Good Hope) .....         | (867) 598-1111 |
| Social Workers (Fort Good Hope) .....            | (867) 598-2176 |
| Sahtu Health and Social Services Authority ..... | (867) 587-3651 |

# Telephone Directory of Services

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## Deline

|                                                         |                |
|---------------------------------------------------------|----------------|
| Band Office .....                                       | 589-4908       |
| Client Services Officer .....                           | 589-3202       |
| Community Wellness<br>(Alcohol and Drug Programs) ..... | 589-4701       |
| Public Health Centre .....                              | 589-3111       |
| RCMP .....                                              | 589-1111       |
| Service Canada .....                                    | 1-800-531-7555 |
| Social Workers .....                                    | 589-3906       |
| Sahtu Health and Social<br>Services Authority .....     | (867) 587-3651 |

## Enterprise

See Hay River Phone Listings

## Fort Good Hope

|                                                     |                |
|-----------------------------------------------------|----------------|
| Alcohol and Drug Programs .....                     | 598-2352       |
| Band Office .....                                   | 598-2231       |
| Client Services Officer .....                       | 598-2414       |
| Court Worker .....                                  | 598-2762       |
| Family Violence Worker .....                        | 598-2728       |
| Public Health Centre .....                          | 598-2211       |
| RCMP .....                                          | 598-1111       |
| Social Workers .....                                | 598-2940/2304  |
| Sahtu Health and<br>Social Services Authority ..... | (867) 587-3651 |

## Fort Liard

|                                                      |                |
|------------------------------------------------------|----------------|
| Alcohol and Drug Programs .....                      | 770-4770       |
| Band Office .....                                    | 770-4141       |
| Client Services Officer .....                        | 770-4106       |
| Public Health Centre .....                           | 770-4301       |
| RCMP .....                                           | 770-1111       |
| Recreation .....                                     | 770-4104       |
| Service Canada .....                                 | (867) 770-4104 |
| Social Workers .....                                 | 770-4770       |
| Dehcho Health and<br>Social Services Authority ..... | (867) 695-3815 |

# Telephone Directory of Services

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## Fort McPherson

|                                                              |                |
|--------------------------------------------------------------|----------------|
| Alcohol and Drug Programs .....                              | 952-2245       |
| Band Office .....                                            | 952-2428       |
| Client Services Officer .....                                | 952-2074       |
| Community Hall.....                                          | 952-2750       |
| Court Worker.....                                            | 952-2756       |
| Mental Health Counsellor.....                                | 952-2438       |
| Métis Council .....                                          | 952-2330       |
| Public Health Centre .....                                   | 952-2586       |
| RCMP .....                                                   | 952-1111       |
| Social Workers .....                                         | 952-2250       |
| Beaufort-Delta Health<br>and Social Services Authority ..... | (867) 777-8000 |

## Fort Providence

|                                                      |                |
|------------------------------------------------------|----------------|
| Alcohol and Drug Programs .....                      | 699-3441       |
| Band Office .....                                    | 699-3441       |
| Client Services Officer .....                        | 699-4431       |
| Family Counselling Centre .....                      | 699-3801       |
| Public Health Centre .....                           | 699-4311       |
| RCMP .....                                           | 699-1111       |
| Recreation.....                                      | 699-3441       |
| Service Canada .....                                 | 699-3801       |
| Social Workers .....                                 | 699-3421       |
| Dehcho Health and<br>Social Services Authority ..... | (867) 695-3815 |

## Fort Resolution

|                                                           |                |
|-----------------------------------------------------------|----------------|
| Alcohol and Drug Programs .....                           | 394-4291       |
| Band Office .....                                         | 394-4335       |
| Client Services Officer .....                             | 394-4340       |
| Métis Council .....                                       | 394-4151       |
| Public Health Centre .....                                | 394-4511       |
| RCMP .....                                                | 394-1111       |
| Recreation.....                                           | 394-4556       |
| Service Canada .....                                      | 394-4335       |
| Social Workers .....                                      | 394-4532       |
| Yellowknife Health<br>and Social Services Authority ..... | (867) 873-7276 |

# Telephone Directory of Services

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## Fort Simpson

|                                                     |                                    |
|-----------------------------------------------------|------------------------------------|
| Band Office .....                                   | 695-3131                           |
| Client Services Officer .....                       | 695-7332                           |
| Court Worker .....                                  | 695-7315                           |
| Friendship Centre .....                             | 695-2577                           |
| Long-term Care Home .....                           | 695-7080                           |
| Mental Health, Family Violence and Addictions ..... | 695-7091                           |
| Public Health Centre .....                          | 695-7000 (or 695-3332 after hours) |
| RCMP .....                                          | 695-1111                           |
| Recreation .....                                    | 695-3300                           |
| Service Canada .....                                | 695-2238                           |
| Social Workers .....                                | 695-7070                           |
| Village of Fort Simpson .....                       | 695-2253                           |
| Dehcho Health and Social Services Authority .....   | 695-3815                           |

## Fort Smith

|                                                          |               |
|----------------------------------------------------------|---------------|
| Band Office .....                                        | 872-2986      |
| Client Services Officer .....                            | 872-7427      |
| Court Worker .....                                       | 872-6568      |
| Community Wellness .....                                 | 872-2923/2924 |
| Crisis Shelter .....                                     | 872-5925/4133 |
| Friendship Centre .....                                  | 872-3004      |
| Home Care .....                                          | 872-6204      |
| Long-term Care Home .....                                | 872-5403      |
| Medical Clinic .....                                     | 872-6205      |
| Métis Council .....                                      | 872-2643      |
| Public Health Centre .....                               | 872-6203      |
| RCMP .....                                               | 872-1111      |
| Recreation .....                                         | 872-4732      |
| Salt River First Nation .....                            | 872-2986      |
| Service Canada .....                                     | 872-2747      |
| Smith Landing First Nation .....                         | 872-4950/5056 |
| Social Workers .....                                     | 872-6209      |
| Fort Smith Health and<br>Social Services Authority ..... | 872-6200      |

# Telephone Directory of Services

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## Gameti

|                                               |                |
|-----------------------------------------------|----------------|
| Band Office (Alcohol and Drug Programs) ..... | 997-3441       |
| Client Services Officer .....                 | (867) 573-3053 |
| Public Health Centre .....                    | 997-3141       |
| RCMP (Behchokò) .....                         | (867) 392-1111 |
| Social Services (Whati) .....                 | (867) 573-3602 |
| Tlìcho Community Services Agency .....        | (867) 392-3000 |

## Hay River

|                                                      |          |
|------------------------------------------------------|----------|
| Client Services Officer .....                        | 874-9209 |
| Courtworker .....                                    | 874-2475 |
| Home Care .....                                      | 874-7209 |
| Hospital .....                                       | 874-7100 |
| Medical Clinic .....                                 | 874-7190 |
| NWT Legal Aid .....                                  | 874-2475 |
| Public Health .....                                  | 874-7201 |
| RCMP .....                                           | 874-1111 |
| Recreation .....                                     | 874-6522 |
| Rehabilitation Services .....                        | 874-7166 |
| Service Canada .....                                 | 874-6739 |
| Social Workers .....                                 | 874-7213 |
| Treatment Centre .....                               | 874-6699 |
| Wellness Centre (Alcohol and Drug Programs) .....    | 874-2838 |
| Hay River Health and Social Services Authority ..... | 874-7115 |

## Inuvik

|                                                         |               |
|---------------------------------------------------------|---------------|
| Ambulance Emergency Line .....                          | 777-4444      |
| Band Office .....                                       | 777-7900      |
| Client Services Officer .....                           | 777-7132      |
| Community Counselling Programs .....                    | 777-8102      |
| Court Worker .....                                      | 777-2030      |
| Friendship Centre .....                                 | 777-2166      |
| Homeless Shelter .....                                  | 777-2726      |
| Home Care .....                                         | 777-7399      |
| Hospital .....                                          | 777-8000      |
| Public Health Clinic .....                              | 777-8041      |
| RCMP .....                                              | 777-1111      |
| Service Canada .....                                    | 777-2122      |
| Social Workers .....                                    | 777-8101/8120 |
| Beaufort-Delta Health and Social Services Authority ... | 777-8000      |

# Telephone Directory of Services

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## **Jean Marie River**

See Fort Simpson Phone Listings

## **Kakisa Lake**

See Fort Providence Phone Listings

## **Lutselk'e**

Band Office..... 370-3051/3052  
Community Wellness (Alcohol and Drug Programs)..... 370-3212  
Public Health Centre ..... 370-3111  
RCMP..... 370-1111  
Recreation..... 370-3080  
Yellowknife Health and Social Services Authority ..... 370-3116

## **Nahanni Butte**

Band Office..... 602-2900  
Public Health Centre ..... 602-2203  
RCMP (Fort Liard) ..... (867) 770-4221  
Recreation..... 602-2900  
Social Worker (Fort Liard)..... (867) 770-4301  
Dehcho Health and Social Services Authority ..... (867) 695-3815

## **Norman Wells**

Client Services Officer ..... 587-7120  
Community Health Centre ..... 587-2250  
Library ..... 587-3714  
Post Office ..... 587-2200  
Public Health Centre ..... 587-3667  
RCMP..... 587-1111  
Recreation..... 587-3721  
Social Workers ..... 587-3447  
Town of Norman Wells ..... 587-3700  
Sahtu Health and Social Services Authority..... (867) 587-3651

# Telephone Directory of Services

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## Paulatuk

|                                                              |                |
|--------------------------------------------------------------|----------------|
| Aboriginal Healing .....                                     | 580-3107       |
| Client Services Officer .....                                | 580-3224       |
| Community Health Centre .....                                | 580-3231       |
| Hamlet / Recreation .....                                    | 580-3531       |
| RCMP .....                                                   | 580-1111       |
| Social Workers .....                                         | 580-3800       |
| Beaufort-Delta Health<br>and Social Services Authority ..... | (867) 777-8000 |

## Sachs Harbour

|                                                              |                     |
|--------------------------------------------------------------|---------------------|
| Public Health Centre .....                                   | 690-4181            |
| Recreation .....                                             | 690-4354            |
| RCMP (Inuvik) .....                                          | 690-1111            |
| Social Services (Inuvik) .....                               | (867) 777-8101/8120 |
| Beaufort-Delta Health<br>and Social Services Authority ..... | (867) 777-8000      |

## Trout Lake

|                                                      |                |
|------------------------------------------------------|----------------|
| Band Office .....                                    | 206-2800/2818  |
| Home Care .....                                      | 206-2800       |
| Fort Simpson Health Centre .....                     | (867) 695-7000 |
| 24-hour Emergency .....                              | (867) 695-3232 |
| Public Health Centre .....                           | 206-2838       |
| RCMP (Fort Liard) .....                              | (867) 770-1111 |
| Recreation .....                                     | 206-2712       |
| Social Worker (Fort Liard) .....                     | (867) 770-4301 |
| Dehcho Health and Social<br>Services Authority ..... | (867) 695-3815 |

## Tsiigehtchic

|                                                              |                |
|--------------------------------------------------------------|----------------|
| Band Office .....                                            | 953-3201       |
| Client Services Officer (Fort McPherson) .....               | (867) 952-2074 |
| Community Health Centre .....                                | 953-3361       |
| Community Wellness .....                                     | 953-3043       |
| Home Care .....                                              | 953-3919       |
| RCMP (Fort McPherson) .....                                  | (867) 952-1111 |
| Recreation .....                                             | 953-3206       |
| Social Workers (Inuvik) .....                                | (867) 777-8178 |
| Beaufort-Delta Health<br>and Social Services Authority ..... | (867) 777-8000 |

# Telephone Directory of Services

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## Tuktoyaktuk

|                                                              |                    |
|--------------------------------------------------------------|--------------------|
| Client Services Officer .....                                | 977-2539           |
| Court Worker.....                                            | 977-2260           |
| Public Health Centre .....                                   | 977-2321           |
| RCMP .....                                                   | 977-1111           |
| Service Canada .....                                         | 977-2390           |
| Social Workers / Mental Health Workers.....                  | 977-2511/2140/2434 |
| Beaufort-Delta Health<br>and Social Services Authority ..... | (867) 777-8000     |

## Tulita

|                                                               |                |
|---------------------------------------------------------------|----------------|
| Band Office.....                                              | 588-3341       |
| Client Services Officer .....                                 | 588-3211       |
| Community Wellness Centre<br>(Alcohol and Drug Programs)..... | 588-4019       |
| Public Health Centre .....                                    | 588-4251       |
| RCMP .....                                                    | 588-1111       |
| Social Workers .....                                          | 588-4271       |
| Sahtu Health and Social Services Authority.....               | (867) 587-3651 |

## Ulukhaktok

|                                                              |                |
|--------------------------------------------------------------|----------------|
| Client Services Officer .....                                | 396-8009       |
| Community Wellness Program .....                             | 396-8002       |
| Court Worker.....                                            | 396-8002       |
| Hamlet .....                                                 | 396-8000       |
| Health Centre .....                                          | 396-3111       |
| RCMP .....                                                   | 396-1111       |
| Social Workers/ Mental Health .....                          | 369-3907       |
| Beaufort-Delta Health<br>and Social Services Authority ..... | (867) 777-8000 |

## Wekweètì

|                                        |                 |
|----------------------------------------|-----------------|
| Band Office.....                       | 713-2010        |
| Client Services Officer .....          | 573-3053        |
| Health Centre .....                    | 713-2904        |
| RCMP (Whati) .....                     | (867) 573-1111  |
| Recreation.....                        | 713-2010 ext.24 |
| Social Workers (Whati) .....           | (867) 573-3602  |
| Tlicho Community Services Agency ..... | (867) 392-3000  |

# Telephone Directory of Services

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## Whati

|                                        |                |
|----------------------------------------|----------------|
| Client Services Officer .....          | 573-3053       |
| Community Health Centre .....          | 573-3261       |
| RCMP .....                             | 573-1111       |
| Recreation .....                       | 573-3401       |
| Social Workers .....                   | 573-3602       |
| Tlicho Government Office .....         | 573-3012       |
| Tlicho Community Services Agency ..... | (867) 392-3000 |

## Wrigley

|                                                      |                |
|------------------------------------------------------|----------------|
| Band Office .....                                    | 581-3321       |
| Community Health Centre .....                        | 581-3441       |
| RCMP .....                                           | 581-1111       |
| Recreation .....                                     | 581-3075       |
| Social Worker (Fort Simpson) .....                   | (867) 695-7070 |
| Dehcho Health and<br>Social Services Authority ..... | (867) 695-3815 |

## Yellowknife

|                                                                                       |                |
|---------------------------------------------------------------------------------------|----------------|
| Alcoholics Anonymous .....                                                            | 444-4230       |
| Client Services Officer .....                                                         | 766-5105       |
| Court Worker .....                                                                    | 873-7450       |
| Home Care .....                                                                       | 920-3338       |
| Mental Health Clinic .....                                                            | 873-7042       |
| Public Health Centre .....                                                            | 920-6570       |
| RCMP <i>24-hour Emergencies</i> .....                                                 | 669-1111       |
| RCMP <i>General enquiries</i><br><i>Monday to Friday 9:00 a.m. to 5:00 p.m.</i> ..... | 669-5100       |
| Recreation .....                                                                      | 920-5647       |
| Salvation Army .....                                                                  | 920-4673       |
| Service Canada .....                                                                  | 766-8300       |
| Social Service Programs .....                                                         | 873-7276       |
| Tree of Peace Friendship Centre .....                                                 | 873-2864       |
| Stanton Territorial Health Authority .....                                            | (867) 669-4224 |
| Yellowknife Health and Social Services Authority .....                                | 873-7276       |

# NWT Health and Social Services Authorities

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## **Beaufort-Delta Health and Social Services Authority**

(867) 777-8000

Bag Service #2

Inuvik, NT X0E 0T0

### **Communities Served:**

Aklavik, Fort McPherson, Holman, Inuvik, Paulatuk, Sachs Harbour, Tuktoyaktuk, Tsiigehtchic, Ulukhaktok

## **Dehcho Health and Social Services Authority**

(867) 695-3815

Box 246

Fort Simpson, NT X0E 0N0

### **Communities Served:**

Fort Liard, Fort Providence, Fort Simpson, Hay River Reserve, Jean Marie River, Kakisa Lake, Nahanni Butte, Trout Lake, Wrigley

## **Fort Smith Health and Social Services Authority**

(867) 872-6200

Box 1080

Fort Smith, NT X0E 0P0

### **Communities Served:**

Fort Smith

## **Hay River Health and Social Services Authority**

(867) 874-7115

#3 Gaetz Drive

Hay River, NT X0E 0R8

### **Communities Served:**

Enterprise, Hay River

## **Sahtu Health and Social Services Authority**

(867) 587-3651

Box 340

Norman Wells, NT X0E 0V0

### **Communities Served:**

Colville Lake, Deline, Fort Good Hope, Norman Wells

# NWT Health and Social Services Authorities

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## **Stanton Territorial Health Authority**

(867) 669-4224

Box 10

Yellowknife, NT X1A 2N1

Communities Served:

Stanton Territorial Hospital

## **Tlicho Community Services Agency**

(867) 392-3000

Bag 5

Behchokò, NT X0E 0Y0

Communities Served:

Behchokò, Gameti, Wekweèti, Whati

## **Yellowknife Health and Social Services Authority**

(867) 873-7276

Box 608

Yellowknife, NT X1A 2N5

Communities Served:

Yellowknife, Dettah, Fort Resolution, Lutselk'e, Ndilo

# Northwest Territories Housing Corporation District Offices

---

## Beaufort Delta District Office

(867) 777-7271

IDC Building-103 Mackenzie Road

P.O. Box 2200

Inuvik, NT X0E 0T0

### Communities Served:

Aklavik, Fort McPherson, Inuvik, Paulatuk, Sachs Harbour,

Tsiigehtchic, Tuktoyaktuk, Ulukhaktok

## Nahendeh District Office

(867) 695-2519

2<sup>nd</sup> Floor, Nahendeh Kue Building

P.O. Box 436

Fort Simpson, NT X0E 0N0

### Communities Served:

Fort Liard, Fort Simpson, Jean Marie River, Nahanni Butte, Trout

Lake, Wrigley

## North Slave District Office

(867) 873-7795

9<sup>th</sup> Floor, Northwest Tower

P.O. Box 2578

Yellowknife, NT X1A 2P9

### Communities Served:

Behchokò, Dettah, Gameti, Ndilo, Wekweèti, Whati, Yellowknife

## Sahtu District Office

(867) 587-5100

#4 Caribou Crescent

P.O. Box 429

Norman Wells, NT X0E 0V0

### Communities Served:

Colville Lake, Deline, Norman Wells, Radlilh Koe, Tulita

## South Slave District Office

(867) 874-7600

#201-62 Woodland Drive

Hay River, NT X0E 0R0

### Communities Served:

Enterprise, Fort Providence, Fort Resolution, Fort Smith, Hay

River, Kakisa, K'atlodeeche First Nation, Lutselk'e.

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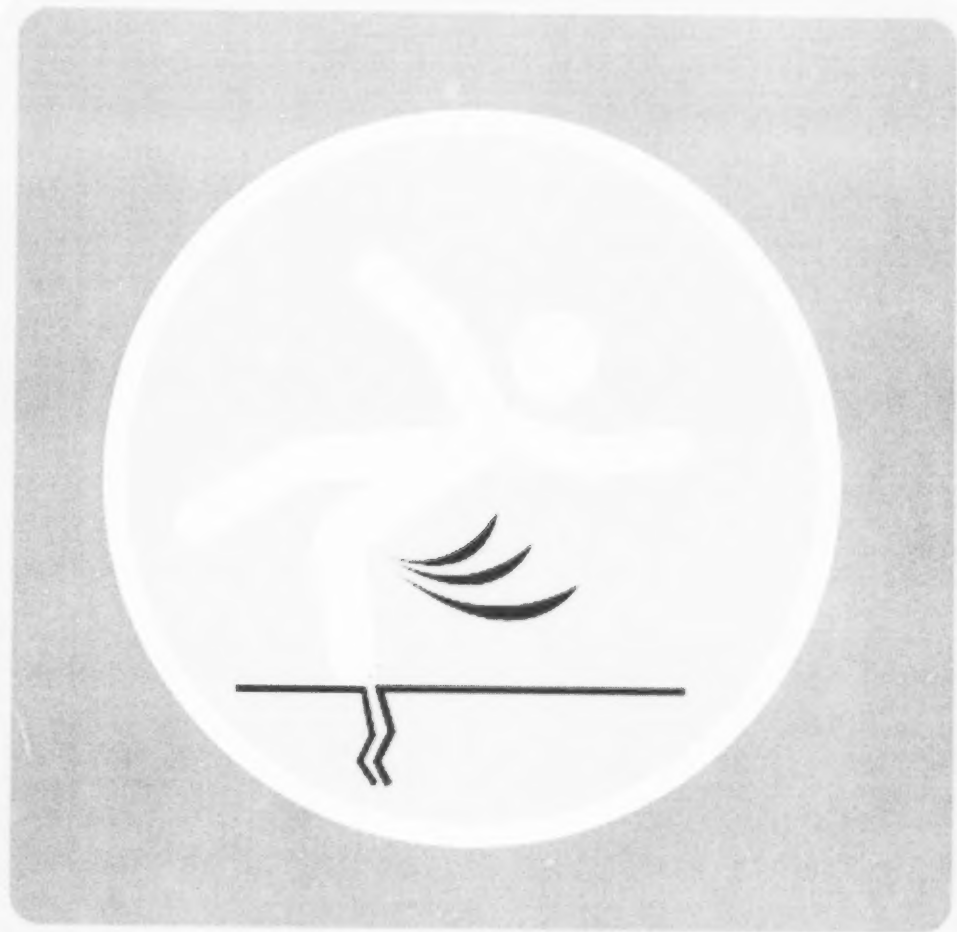
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